



Submitting Paper Claims

If claims cannot be submitted electronically, providers should follow these procedures when submitting paper claims to MassHealth.

Providers can assist in the data capture process by entering accurate information in the appropriate boxes, using a dark font, and submitting an original (no photocopies) MassHealth claim form each time they bill.

In order for a MassHealth claim form to process accurately, providers should:

- Use high quality printer ribbons or cartridges – **black ink only**.
- Use 10-12 point font sizes; the recommended font styles are:
 1. Courier 12
 2. Arial 11
 3. Times New Roman 11
- Don't use italic, bold, or underline techniques.
- Align forms in printer to ensure both horizontal and vertical placement of data elements within the respective claim boxes.
- Use black ink pen, and print legibly if a claim is handwritten.
- Never enter negative money amounts into any amount boxes.

When submitting Adjustment or Resubmittal claims:

- Do not use a black marking pen to omit claim line entries. We recommended you use a black ballpoint pen (medium point).
- When a claim line entry needs to be omitted, draw a straight line through the entire claim line.
- As applicable, ensure that the Adjustment or Resubmittal box is checked.
- As applicable, make sure the former transaction control number (TCN) is entered correctly and legibly.
- It is not necessary to attach a copy of the remittance advice (RA) to claims.